

FRANKLIN COUNTY CHILD SUPPORT
ENFORCEMENT AGENCY
80 E. Fulton Street
Columbus, Ohio 43215

J O B A N N O U N C E M E N T

WORKING TITLE: Client Information Specialist **PCN:** 082207
(Bargaining Unit)

DEPARTMENT: Enforcement

SUPERVISOR: Keith Savage, Client Information Supervisor

PRIMARY RESPONSIBILITIES: Responsible for providing assistance via telephone or in-person to clients/consumers or general public for the Child Support Enforcement Agency. Refers clients/consumers or general public to the appropriate staff personnel. Responsible for providing information, assistance, resolving problems or complaints and is able to answer basic CSEA questions. Responsible for accurately identifying callers and confirming appropriate information by using CSEA computer system and confirms appropriate information that falls within CSEA guidelines. Assist supervisor and/or performs routine research to determine the proper solution to a problem that may affect clients/consumers or the general public. Maintains records, documents, reports, correspondence, contacts and actions taken, regarding phone calls, problems or complaints. Preserves and protects the confidential nature of any information maintained by the Agency.

MINIMUM QUALIFICATIONS: High School Diploma or GED equivalency. Ability to calculate fractions, decimals and percentages and to read and write common vocabulary, plus: 3 courses in public relations (or 3 months experience); or equivalent; prefer someone with pleasant telephone voice, excellent manners and interpersonal skills. Previous telephone operator experience of six (6) months or more, preferably in a service-oriented agency is desired.

SCREENING CRITERIA:

- Public contact.
- Telephone experience.
- Computer CRT experience.
- Record keeping.

DEADLINE FOR APPLYING: Wednesday, February 8, 2006

STARTING SALARY: \$9.67/hour, plus 8½% PERS paid by the employer.

If interested, please send application/resume to the Franklin County Human Resources Department, 373 S. High Street, 25th Floor, Columbus, Ohio 43215.

-EOE-

01/25/2006